

Please adopt the appropriate rate and regulatory requirements to ensure full access and quality services to VRS. Research and development efforts to improve the quality and access of VRS are much needed because VRS is not 100 percent efficient, yet.

VRS is highly valuable to the Deaf community because it creates a cultural "tele"-space for Deaf consumers to use ASL as their natural language to communicate. Not only the professionalism of and the quality of the interpreters are crucial, but also the quality of video. Providing a financial assistance to make this possible will be greatly appreciated by the Deaf consumers like myself.

Thank you for removing barriers and building more opportunities.

Sincerely,

John Pirone